MiScorecard Performance Summary

Green	>90% of target
Yellow	>= 75% - 90% of target
Red	<75% of target
Scorecard Status	Final

Metric		Status	Progress	Target	Current	Previous	Frequency	Metric Definition
GOAL 1 - Customer Service Excellence								
1D-2	Percentage of citizen facing service transactions completed using self-service options (vs. other available means).	Green	👍	30%	32%	27%	Quarterly	This metrics tracks the percentage of external customers completing business transactions entirely on-line using available self-service web options.
GOAL 3 - Accountability and Performance								
3B-2	Progress on Individual Performance Management (IPM) Deployment	Green	=	100%	100%	100%	Monthly	Progress on Individual Performance Management Deployment - percentage of employees with aligned SMART objectives across all areas of DTMB. This metric is gathered through a monthly survey of the DTMB IPM Coordinators. Project was scheduled for completion on 12-31-12.
GOAL 4 - Expertise & Commitment								
4B-3	Employee Engagement: Champions Percentage	Green	👍	47%	47%	42%	FY Annually	As reported in the 2012 Employee Engagement Survey, champions are employees that have strong identification with organizational objectives, a high level of loyalty to the organization, and a high level of willingness to cooperate and motivate colleagues. DTMB's goal is to increase the percentage of employees that are champions based on responses to engagement survey questions.
4D-1	Usage of Inside Michigan shared Intranet site.	Green	👍	3,000	2,790 Calendar quarter	1,371	Quarterly	Inside Michigan is an Intranet site used to share consistent messages inside State Government. This metric shows the average daily number of unique visitors to the Inside Michigan Intranet site over the last quarter. Unique visitors include only the first visit for each employee each day and do not count multiple visits, by the same employee in the same day. Increasing the number of unique visitors to the site means that more employees are using the site as a source for critical information and updates on a regular basis. This metric was modified in July 2012 to reflect recent changes to the DTMB Intranet software.
GOAL 5 - Shared Services								
5A-1	Savings and cost avoidance realized by existing shared solutions.	Green	=	$1,721,000	$1,721,000 Jan 2012- Jan 2013	$1,721,000	CY Annually	This metric shows the savings materialized or cost avoided resulting from shared services. It includes these shared services: - DTMB Financial Services - accounting consolidation - Bing Maps aerial imagery - SharePoint - Business Objects
5B-1	Cycle time for shared services process review (# days).	Green	=	TBD	180 Jan-Jan	NEW	CY Annually	This metric includes the time it takes to evaluate potential shared services (days). This is the average time projects have been in "the system" before they have successfully completed the Shared Services Business process review. The time involved depends on the complexity and scale of the proposals. (successful completion of the process does not always result in a new shared service). The goal is to reduce the review time, to support innovation and shared services across the state.
5C-1	Number of implemented partnership projects across government (with external partners).	Green	=	TBD	427 Jan-Jan	NEW	CY Annually	This metric shows the number of shared service agreements with external customers. It currently reflects two of DTMB's Offices that currently share many services outside of government. These include services such as mapping, GIS, vehicle repair and mail sorting.
GOAL 6 - Innovation and Leadership								
6A-2	Number of projects in the Innovation Fund pipeline.	Green	=	TBD	7 Quarterly-Beginning-9-12	0	Quarterly	To be developed mid 2012 - The number of projects under review for potential Innovation Funding.
IT 6B-1	The percentage of transformational projects in the portfolio of project candidates – as an indicator of long-term strategic ICT maturity	Green	=	55%	52.34%	52.34%	FY Annually	This metric indicates the balance between IT capital expenses and IT operational expenses. High RUN spending indicates a limited strategic focus for IT, while high GROW and TRANSFORM spending indicates a stronger strategic direction with a focus on ROI.